CARE Program Supervisors Meeting

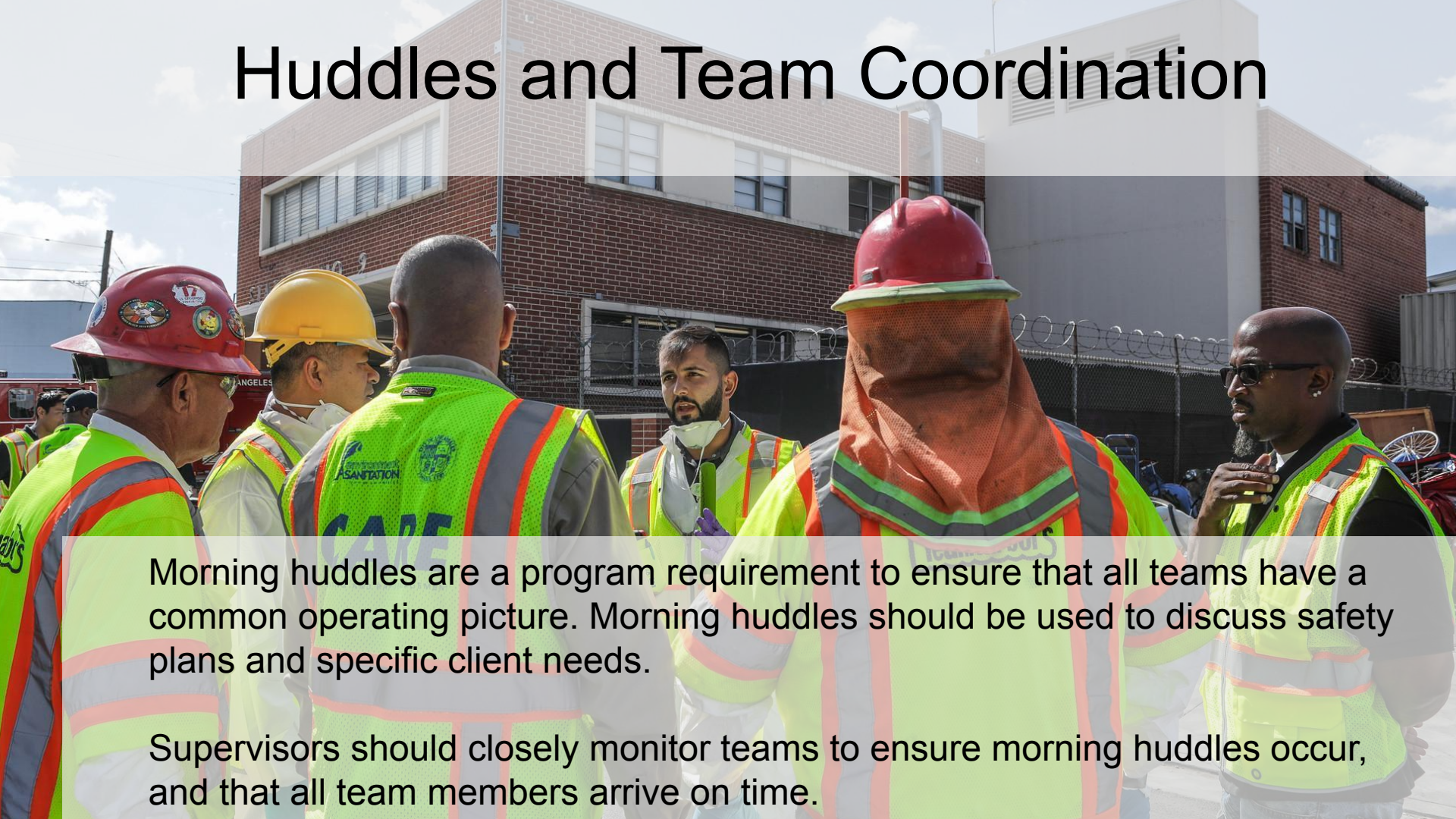
November 20th, 2019 | Unified Homelessness Response Center

Agenda

I. Welcome and introductions
II. Clarifying program rules and expectations
III. Regional problem-solving exercise
IV. Sharing feedback on strengths, challenges, and policy concerns
V. Questions and answers

Clarifying program rules and expectations

Huddles and Team Coordination



Morning huddles are a program requirement to ensure that all teams have a common operating picture. Morning huddles should be used to discuss safety plans and specific client needs.

Supervisors should closely monitor teams to ensure morning huddles occur, and that all team members arrive on time.

CARE team engagement begins with an attempt at voluntary compliance led by LAHSA HET members.

However, if that attempt is not successful, the ECI on site will move forward with compliance steps.

LASAN is the decision-maker on site about whether materials are left, bagged and tagged, or disposed of.

Team Leadership and Decision Making

Roles and Responsibilities FAQs

Who is the decision-maker on site about what materials are disposed of?

LASAN. ECIs should be consulting and engaging with LASAN HET team members about client information, but ECIs are the only person on site with the authority to decide what is disposed of.

What role should LAHSA play while ECIs and MLs are clearing materials from a site?

Once operations have begun, LASHA HET team members should be actively engaged in housing-focused outreach with individuals on site. LAHSA HET team members must be proactively engaging with residents and offering services while LASAN is cleaning the area.

Roles and Responsibilities FAQs, cont.

What role does the Council District play in setting CARE team priorities?

Council Districts determine where CARE teams will visit each day, and can set performance expectations for their teams. Council Districts may begin reaching out to teams and supervisors directly to convey their expectations about the role of the team in the community.

Enforcement Posture

Every single CARE location should look visibly cleaner when the team leaves site. Disposal of materials that are not allowed under 56.11 is NOT voluntary.

Enforcement Posture FAQs

Is the CARE program voluntary?

No. CARE teams should begin every engagement with an outreach worker offering to work with individuals to achieve voluntary compliance. If an individual is not interested in voluntary compliance, then LASAN should work to achieve compliance on site, and can call LAPD for assistance on site if achieving compliance poses a safety concern for the team.

Do CARE teams need to make 5 visits to a site before taking compliance actions?

No. Compliance should be achieved on the first visit, and can be progressively built on during subsequent visits.

Enforcement Posture FAQs, cont.

Does LAPD have to be on site when compliance actions are taken?
No. LASAN ECIs have the authority to enforce 56.11 without law enforcement present. If the team feels that they are unsafe taking enforcement steps without LAPD, then they should radio LAPD asking for an additional unit.

LAPD's Role

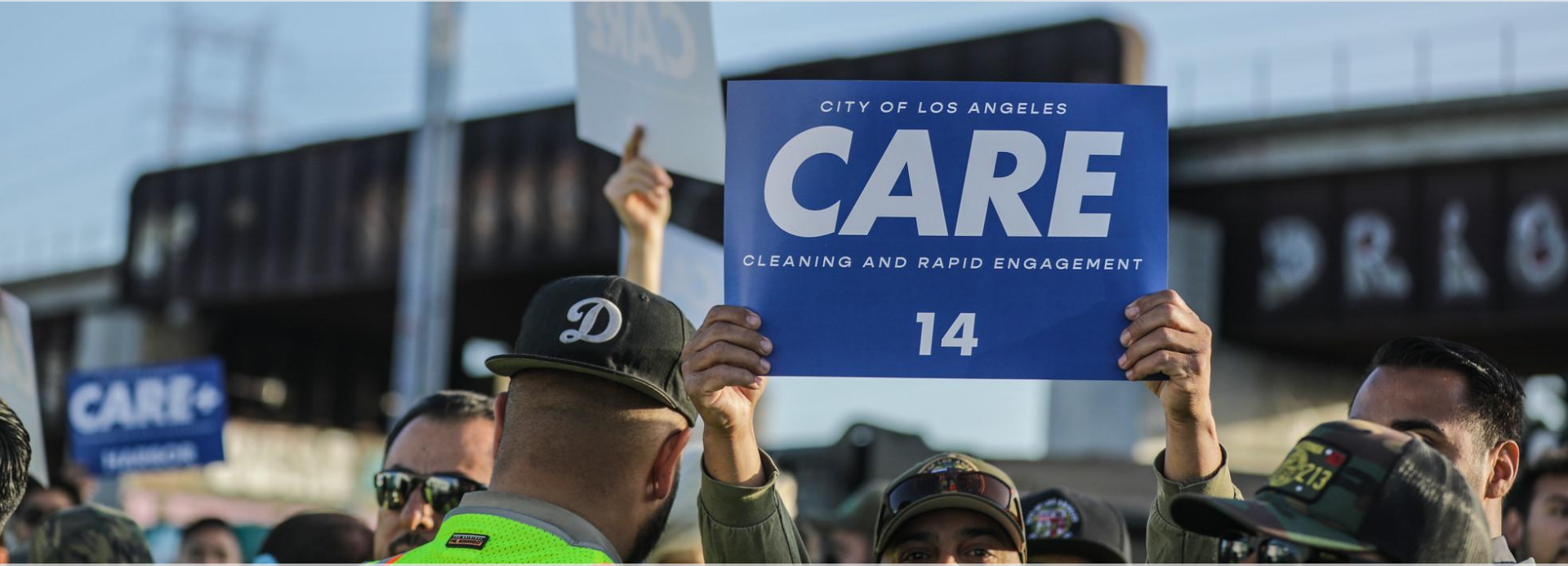
What should teams ask for on the radio when they need compliance support?

Teams should ask for **an additional unit.** Asking for backup or help should be reserved for emergencies where a team member is at imminent risk.

Do SLOs need to check in with CARE+ teams at the beginning of every new site visited?

Yes. Senior Lead Officers should be meeting with the team at each new location they visit.

Proactive Posture



CARE and CARE+ teams should address locations that they observe that need attention, even if they are not listed on confirmation sheets.

Proactive Posture FAQs

Can teams address locations that are not listed on the confirmation sheet?

Yes! All teams have the ability to generate proactive tickets, and should do so if they see an encampment or illegal dumping site that requires a public health intervention.

Should teams go end of watch when they finish their final site listed on the confirmation sheet?

No. If teams have available time left in their work day, they should be looking for open 311 tickets in AMS to service and proactively close out.

Regional Coordination

Regional Problem-Solving Exercise

- What successes are your teams in the region having?
- What challenges are the team members from your Department having?
- Are there areas for improvement with other Departments that you or your team have observed?
- What questions do your teams have about their role?
- Are there areas where the team does not share a common operating picture?
- Are there additional supports or resources that would help your team be successful?

Sharing feedback

Successes

Challenges

Supports

Q&A

Don’t forget to exchange contact information with supervisors from your region!